

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:5592
ANSWERED ON:16.05.2007
STOPPAGE OF CALLS BY MNC CALL CENTRES
Gaikwad Shri Eknath Mahadeo;Mane Smt. Nivedita

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

:-

- (a) Whether some foreign Multi-National Companies have decided to stop all customer calls at their call centers located in India as reported in 'The Times of India' dated March 03,2007;
- (b) If so, facts of the matter reported therein;
- (c) the impact of its repercussion in terms of jobs to Indians; and
- (d) The steps taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) and (b): There is a news item in the Times of India dated March 03, 2007 on a UK based Bank, namely, M/s Lloyds TSB Group having operation in Mumbai.

As per National Association of Software and Services Companies (NASSCOM) no such incident has been reported to them officially.

As per Software Technology Parks of India (STPI), the above Unit is not a STPI member.

(c): As per NASSCOM such news may not have impact in terms of jobs to Indians.

(d): Does not arise.